

**MANDATORY CASE MANAGER IN-SERVICE WEBINAR Q & A**  
**1/21/16 LIVE-IN SERVICES & LIVE-IN VOUCHERS**

<b><u>Questions</u></b>	<b><u>Answers</u></b>
HCWs and others are confused by the term Pay Date. Why did you pick that term and what does it really mean? When can HCWs expect their pay?	<p>Pay Date has been the historical term we used in collective bargaining. In hindsight with the changes to the pay schedule this term should not have been chosen. We are changing the Payroll Calendar to us the term Pay Process Date. See: <a href="http://www.dhs.state.or.us/spd/tools/cm/HCW%20Payroll%20Calendar%20List%2016-17.2.pdf">http://www.dhs.state.or.us/spd/tools/cm/HCW%20Payroll%20Calendar%20List%2016-17.2.pdf</a></p> <p>HCWs can expect their check or direct deposit 3 days from the Pay Process date.</p>
New HCW hourly vouchers have not been created yet. Is there a plan for 1/16 to 1/31 to address?	<p>The new Hourly Vouchers are being introduced in waves depending on when each region receives the new Voucher training. For example, if a region received the training 2/5/16, they should expect to see the new vouchers starting for the 2/16/16-2/29/16 pay period. Please refer to the <a href="#">PTC Statewide Rollout Schedule</a> to learn when the trainings are being delivered and where.</p>
We are wondering why the new assessment is compared to the old assessment when looking at a live-in exception?	<p>A consumer's previous assessed Need Levels and Service Plan are taken into consideration and reviewed by Central Office when a Live-In Service Plan is being requested. Please refer to Transmittal <a href="#">APD-PT-15-025</a>.</p> <p>We are reviewing both assessments to ensure that live-in plans are only used</p>

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	for those individuals who meet the new eligibility criteria.
How is it determined whether a HCW is 2 day, 5 day, 7 day live in etc. We are having issues with that?	The case manager should never make that determination. That decision should be made by the consumer or their representative. They should tell the CM.
I am assuming that we no longer pro rate a voucher for a live in.	No that is not correct. If a new Live-in HCW begins in the middle of a Pay Period, the number of days being authorized for that Pay Period should be pro-rated for their first Live-in voucher.
On the vouchers, what if the provider wants 24 hours?? (Or more??)	Service plans and hours must never be based on what the HCW wants. Service plans must only be based on what the consumer's assessed needs are. If the consumer has care needs which require 24 hours or more of paid care during a 24 hour period an additional hourly HCW or HCWs should be added to the service plan.
Does the HCW have to get prior CM authorization to work the extra 3 hours per shift? Or is it something pre-arranged with the CM?	<p>No, Live-in HCWs do not have to get prior authorization to work the additional 3 hours above the authorized 16 hour shift. However, if this is occurring regularly, the Live-in HCW is most likely not receiving an adequate amount of sleep.</p> <p>An hourly HCW may be appropriate to add to the plan so that the Live-in HCW can get adequate sleep.</p>
We are getting a large amount of live-in vouchers in where people are claiming the extra minutes. Is there a	Yes, that should be a conversation involving the consumer or their representative, the Live-in HCW and

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<p>point where we can ask them to let us know what they did each time or that we can push back and say we need to bring in a second HCW because they seem to report the extra minutes each time?</p>	<p>the CM. The additional (3) hours above the allowed 16 hours should only be claimed for emergent situations. CMs that see a pattern of frequent claims of time above the 16 hours should address the service plan and require an hourly HCW be brought in to ensure the Live-in HCW is getting at least 5 hours of sleep per night.</p>
<p>So when the vouchers are being submitted for the live-in with the additional (16 plus 3) hrs. Who confirms that the hrs. were for an emergent need and what that need was?</p>	<p>The consumer should be confirming that the HCW provided that level of support. Neither Case managers nor Voucher Clerks are required to verify the need was emergent when a Live-in HCW works the additional 3 hours.</p> <p>However, if a Live-in HCW is claiming the additional time above the authorized 16 hours 3 or more times a week, CMs will need to address the service plan and discuss the need for an additional hourly HCW be added to the service plan. This will help ensure the Live-in HCW can get at least 5 consecutive hours of sleep per night.</p>
<p>So on the live-in voucher the HCW should:</p> <ul style="list-style-type: none"> <li>• Check for working the day</li> <li>• Add up the minutes they had to work</li> <li>• And indicate the hours they took off?</li> </ul>	<p>Yes, Live-in HCWs should indicate with a mark which calendar days their shift started.</p> <p>They should mark the number of <u>minutes</u> of care they provided if it occurred during the HCWs normal sleeping hours.</p> <p>They also record the number of <u>hours</u> if they took 1-12 hours off during a shift.</p>

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<p>Who is processing the vacation time for the live in's. Is it the registry and how are they getting the info to do this?</p>	<p>The Trust handles all PTO. All HCWs should be directed to the Benefit Trust Administrative Office at 1-844-507-7554, select Option 3 then Option 2 or email <a href="mailto:OHCWTPTO@bsitpa.com">OHCWTPTO@bsitpa.com</a>. Please refer to Transmittal <a href="#">APD-IM-15-092</a>.</p>
<p>How do we handle a situation where the client has dementia and the adult child is the authorized rep and caregiver?</p>	<p>That is a conflict of interest and the caregiver must never be the authorized representative. You need to let the consumer know that they either need to identify a new representative, switch to an In-Home contract agency, or move into a CBC facility.</p> <p>Going forward, CMs should never authorize a HCW to be the representative or to allow a guardian or representative to be the HCW.</p>
<p>If we close an in-home case, there is still the possibility that the client will refuse other placements. Will we go to hearing if we want to withdraw the in home services and will we get support from Salem?</p>	<p>That is true. However, as indicated in OAR <a href="#">411-030-0040(8)(b)</a> individuals who are unable to meet the employer responsibilities and do not have a representative to manage those responsibilities for them are in-eligible for live-in services. You should discuss their remaining service options to them and provide the appropriate adequate notices. CMs who follow all requirements with regards to option counseling and sending the appropriate notices will receive support from Salem.</p>

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Our question about if the consumer cannot be the employer if there were formal steps, we mean in writing by a denial?	Yes, again the CM should go through the steps of choice counseling and provided adequate timely notice if the consumer is no longer eligible for In-Home services and does not choose another service option.
Does the representative rules apply to an ICP case the same?	Yes, it applies to the Independent Choices Program as well. Under no circumstances may a paid HCW by the consumer's representative.
Can HCW use their respite hours for voucher training?	Yes, a HCW may use respite time to attend trainings and orientations of their choosing. However, the new voucher orientation is NOT a training it is an orientation.
If it is the local office error that the voucher did not get processed can the voucher be expedited if it misses the deadline?	<p>In general, we are moving toward paying only those vouchers that were entered into the system by 5:00 p.m. on Pay Dates. Vouchers not processed by the end of business on Pay Dates will be paid on the following scheduled Pay Date. Please refer to the <a href="#">HCW Payroll Calendar</a>.</p> <p>Central office may make limited exceptions during the first few months of the new Payroll Calendar. However, this is an extremely time and staff consuming process. District and Program managers should be contacted in circumstances where the local office caused the problem.</p>
If vouchers are not turned in by the 21st-say the 22nd. What date can we process the voucher for payment?	You may process vouchers submitted even after the 3-day Submission Deadline. If the HCW misses the Submission Deadline, we have until

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	<p>the next pay date to enter the voucher. However, we recommend that you enter the vouchers as they come in, prioritizing those that were turned in timely.</p> <p>We have informed HCWs that if they do not turn in a correctly completed vouchers by the Submission Deadline the State cannot guarantee they will receive payment at the next scheduled Pay Date.</p>
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